

# NEW PATIENT HANDBOOK



INTEGRATIVE  
WOMEN'S  
HEALTH  
CLINIC  
PAPAYA

PAPAYA  
CLINIC



Hello! It's lovely to have you onboard, and we cannot wait to meet you in person.

We put together this welcome pack to make sure you have all the information you need for your first consult, and you can come prepared and get the most out of your time with us.

Please spend a bit of time to read and understand our model, this will help prepare you for your first consult.

**[ONLINE BOOKING PORTAL](#)**  
**[\(FOR ALL CLINICS\)](#)**



# WELCOME TO THE TEAM

# A MESSAGE FROM DIRECTOR

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Hello, I'm Winnie, Founder of Papaya Clinic.

In physiotherapy, rehab is well researched and documented. What differentiates one clinic from another is the team's ability to create lasting patients results, and if its services and clinicians' tool box allow you to progress far beyond your initial symptomatic relief to create lasting health changes.

Over the years of practising, I've created a treatment model to bring you beyond your expectations, to create real changes that drive growth, joy, and breakthroughs in your life. This model marries passive and active approach to therapy, and is instilled in every part of your upcoming journey with us.

Every modality we choose is intentional, evidence based, and suitable for your lifestyle, learning style, and experience, to bring you the most meaningful outcome you deserve.

I advocate for collaborative, proactive, and preventative healthcare. We require your attention, commitment, and investment to work with us for better health and movement.

It's an active learning process, and we are here to guide you through.

Winnie Wu





# WHAT TO EXPECT IN FIRST CONSULT?

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- 01** Lots of questions!

Our physios are deep diving into your history to look for clues and patterns in your story. Nothing is off limits in pelvic health, we can talk about a variety of topics ranging from bladder and bowel habits, to sexual health, everything that's relevant to your condition.
- 02** Pelvic Floor & Pelvic Examination

We may perform a range of tests including the vaginal internal examination, transperineal or transabdominal ultrasound, motion tests, neural exam, functional tests, strength tests, pain provocation tests, etc.
- 03** Education

We present you your diagnosis, laid out all contributing factors that led to your symptoms, and educate you on the what and whys of your condition. Education done well improves your recovery prognosis.
- 04** Treatment Plan

"A goal without a plan is just a wish". Detailed outline of what your recovery plan looks like, includes timeframe, stages, so you understand the level of commitment appropriate for your recovery.



# PLEASE PREPARE....

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01

## Complete Your New Patient Intake Form

For all Physio patients - [Click HERE](#)

For other disciplines, please check your inbox for an automated confirmation email with patient forms for completion.

02

## Bring your Private Health Fund Card or Medicare Card

We process HICAPS claim on the spot, and do require your actual or digital card for claiming. All Medicare claims must present with an EPC from your GP prior to attending your consult.

03

## Send us relevant information at least 1 day before

Previous medical reports? Physio letters? Scan results? Please bring them with you, or send to us 1 day prior so we can have a good look at them prior the session.

04

## Reschedules and Cancellations

All cancellations can be made online via your registered account. Please click 'forgot password' for first time access. All reschedules and cancellations require 18 hours notice for physio consults, and 12 hours notice for class consults.

# YOUR JOURNEY

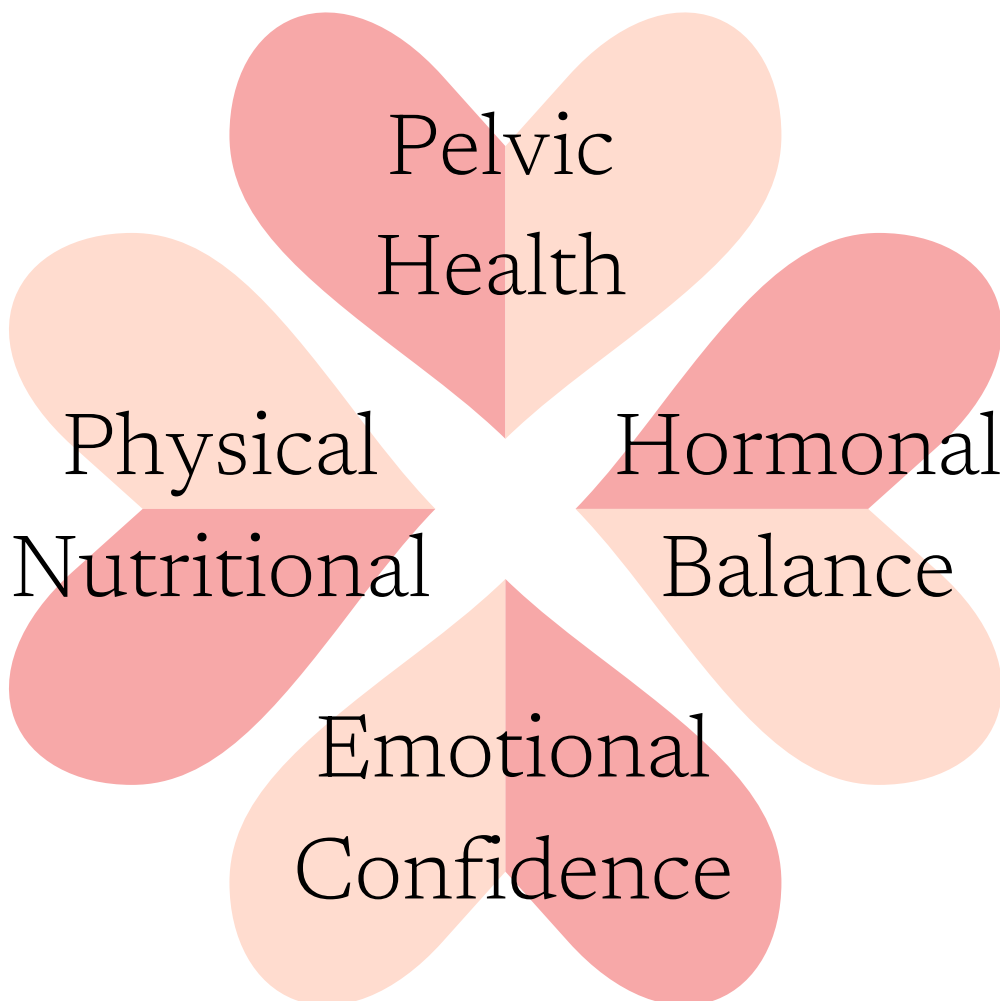
## Our Four Pillars of Health

At Papaya Clinic, we're dedicated to nurturing a safe and supportive environment, where women can receive holistic care that addresses their physical, emotional, and mental well-being.

Integrating various health specialties, our expertise includes Women's Pelvic Health Physiotherapy, Naturopathic Medicine, Acupuncture, Massage, and Clinical Pilates.

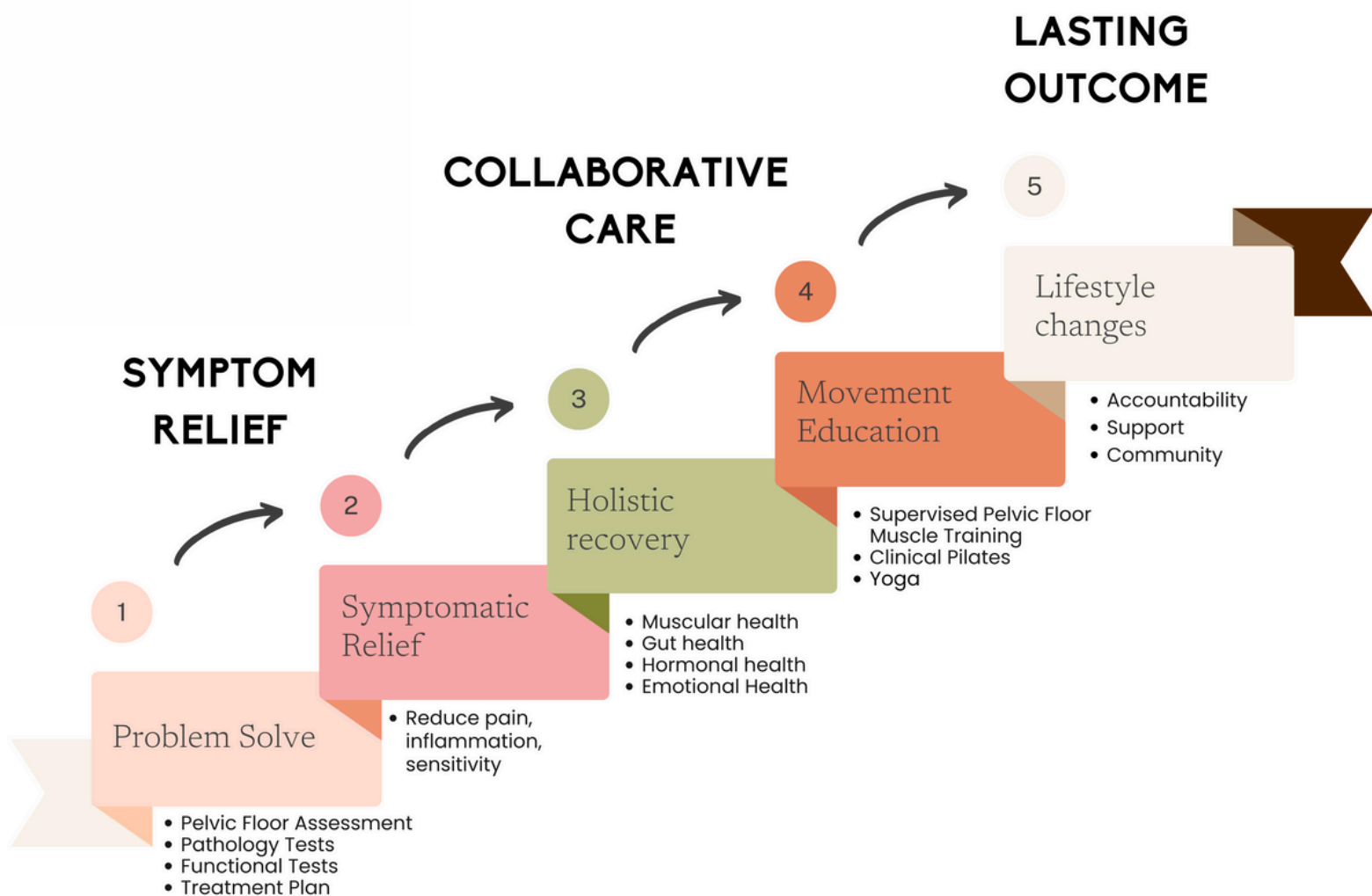
We work together—with one another and with you—to transform your experience of health care, empowering you to embrace and love your body to lead a healthy, fulfilling life at any age.

All services, events and workshops we provide at Papaya Clinic incorporate elements from these 4 pillars.





# OUR CARE MODEL





# WE MIGHT SUGGEST...

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01

## Clinical Pilates 1:4 Studio Class

This is our ever so popular Physio Studio rehab class! 1:4, every participant is doing a different repertoire, your program is tailored to your clinical needs, and we guarantee the highest standard of teaching in the industry. Enjoy the combined wisdom drawn from Physiotherapy and Pilates.

02

## Traditional Chinese Medicine

Acupuncture treatment is commonly used to address a wide range of health concerns, including pain management (such as headaches, back pain, and arthritis), stress reduction, digestive issues, fertility support, respiratory conditions, and emotional well-being.

03

## Remedial Massage

Massage therapy is a great adjunct to your physiotherapy treatments. Our massage therapist is experienced in Pregnancy Massage, Sports and Deep tissue massage and remedial massage, utilising needling, cupping and fascial release when appropriate.

04

## Naturopathy

Naturopathy encompasses a blend of both modern science and traditional healing practices. Our naturopaths are trained to utilise dietary and lifestyle interventions, herbal medicine, specialised testing, and targeted nutrient support to address a wide range of women's health concerns.





# MEET OUR PHYSIOS



**Winnie Wu**

*Director & Women's Pelvic Health Physiotherapist*

*Clinical Pilates Stott*

**Victoria Jackson**

*Dance Physiotherapist & Women's Pelvic Health*

*Clinical Pilates APPI*



**Esther Vu**

*Musculoskeletal & Women's Pelvic Health*

*Clinical Pilates APPI*

**Alyssa Mesiti**

*Senior Musculoskeletal & Women's Pelvic Health*

*Clinical Pilates APPI*



**Emma Attart**

*Senior Women's Pelvic Health*

*Clinical Pilates Polestar*



# ALLIED HEALTH

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## **Lauren Lee**

*Clinical Naturopath & Nutritionist  
Newtown Clinic Only / Telehealth*



## **Kelli Howard**

*Acupuncturist, Yoga Instructor Health Coach  
Newtown Clinic Only*

## **Anna C**

*Remedial Massage Therapist, Exercise Coach  
Leichhardt + Newtown*



## **Christine Gurguis**

*Traditional Chinese Medicine, Acupuncturist  
Integrative Medicine  
Newtown Clinic Only*



# INSTRUCTORS

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**Bianca Ducharme**

*Certified Clinical Pilates Instructor, Doula  
Women's Health Pilates Practitioner*



**Bianca Cullen**


*Certified Clinical Pilates instructor, Performance Coach*



# CONTACT US

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Potts Point Clinic  
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Potts Point, NSW 2011

Newtown Clinic (Papaya)  
Shop 6, 32-72 Alice Street,  
Newtown, NSW 2042

**ONLINE BOOKING PORTAL**  
**(FOR ALL CLINICS)**



Rosie  
Practice Manager  
across all clinics



Mali & Hayley  
Client Support Team



# MOVEMENT LABORATORY


## *Our sister clinic in Leichhardt* Physio + Pilates

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At Movement Laboratory Physiotherapy & Pilates, we believe in preventative healthcare, and provide Physiotherapy and Clinical Pilates services in the Inner West of Sydney.

Our team specialises in Musculoskeletal, Chronic Pain, Pelvic Health and Dance Physiotherapy. Our physiotherapists are also experienced instructors in delivering Clinical Pilates and Rehab classes.

Our mission is for you to leave our care as a more knowledgeable mover with the skills and awareness to take care of your body for life.

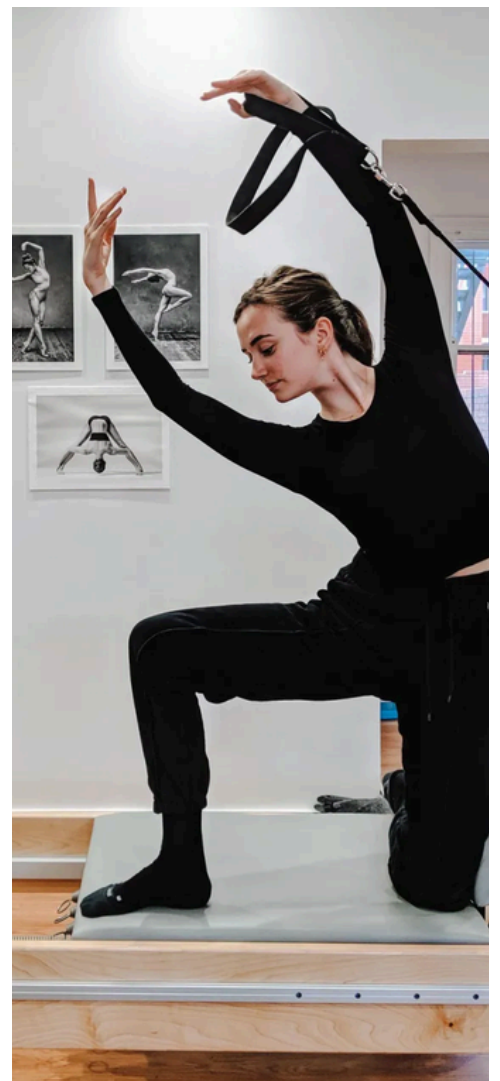
 (02) 90292449

 [info@movementlaboratory.com.au](mailto:info@movementlaboratory.com.au)

 [movementlaboratory.com.au](http://movementlaboratory.com.au)

*Our Women's Pelvic Health Physios treat at both  
Leichhardt and Newtown.  
Same founder, same team, different focus.*

*Movement Lab welcomes all Papaya patients and  
clinical notes are shared between the two clinics  
under one system.*





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# FOLLOW US...



Your support means everything to us.  
Please follow our journey!



*Thank you!*

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